

STATE OF CALIFORNIA DEPARTMENT OF MOTOR VEHICLES



OPEN EXAMINATION FOR

MOTOR VEHICLE FIELD REPRESENTATIVE
MONTHLY SALARY RANGE \$2130 - \$2998

4MV04

PARTICIPATING
OFFICES IN
REGION V

Culver City, Glendale, Hollywood/Cole, Hollywood/Vine, Oxnard, Santa Barbara, Santa Monica, Simi Valley, Thousand Oaks, Van Nuys, Ventura, and Winnetka.

WHO MAY APPLY

Persons who meet the minimum qualifications as stated. This is an open examination. Applications will NOT be accepted on a promotional basis.

IDENTIFICATION
REQUIRED

A photo identification or two forms of signed identification.

HOW TO APPLY

FILE-IN-PERSON/SAME DAY TESTING PROCESS
ONE-DAY ONLY
SATURDAY, MARCH 27, 2004

This is a one-day FILE AND TEST IN-PERSON PROCESS ONLY. Applicants MUST APPEAR IN PERSON on Saturday, March 27, 2004, between the hours of 8:00 a.m. and 4:00 p.m. **at one of the sites listed on the attachment.** If you are not in line by 4:00 p.m., you will NOT be allowed to apply or take the examination.

Applicants should plan to spend from four to six hours to complete the entire application review and testing process. Children will **NOT** be permitted in testing areas. Childcare will **NOT** be provided. Please plan accordingly.

Upon arrival, each applicant will be admitted into a designated file-in-person area and issued a COMPUTERIZED EXAMINATION STATE APPLICATION. Candidates should be prepared to provide a detailed description of their employment history. No other application and/or resume will be accepted for any reason. The application must be completed and turned in before exiting the file-in-person area. If the application is approved, candidates will be sent to take the written examination. Applicants will be required to show either a photo identification or two forms of signed identification, prior to entering the testing area.

NO RESCHEDULES OR MAKE-UPS WILL BE ALLOWED.

APPLICATIONS RECEIVED IN THE MAIL WILL NOT BE ACCEPTED.

SPECIAL NOTE: A personal history and background questionnaire must be approved by the department prior to appointment. Completion of the questionnaire is mandatory prior to appointment.

SPECIAL TESTING
ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box on the Application for Examination. Examination staff will make special arrangements for disabled candidates.

REQUIREMENTS FOR
ADMITTANCE TO THE
EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements for this examination by March 27, 2004, the written test date.

The following patterns may be combined proportionately to meet the overall experience requirement.

Either I

In the California state service, one year of experience performing clerical duties at a level of responsibility equivalent to Office Assistant I.

Or II

Experience: One year of clerical experience involving direct customer service contact such as that found in private sector retail sales settings. (Academic education above the twelfth grade may be substituted on the basis of either (a) one year of general education being equivalent to six months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.)

AND

Education: Either equivalent to completion of the twelfth grade, or completion of a business school program, such as those offered through the Manpower Development and Training Act.

ADDITIONAL
DESIRABLE
QUALIFICATION

Ability to type 23 words per minute.

SPECIAL PERSONAL
CHARACTERISTICS

Ability to work with the public so as to create a public service image of courtesy, friendliness, efficiency and effectiveness. Ability to communicate effectively in English.

POSITION
DESCRIPTION AND
LOCATION

Under direction, provides service to the public in the issuance of driver licenses, vehicle registrations and occupational licenses; interprets the provision of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers, registering of vehicles and vessels, licensing of vehicle dealers, manufacturers, and dismantlers, post-licensing services; issues driver licenses and vehicle and vessel registrations using manual and automated systems. A majority of the positions for this classification are filled on a permanent intermittent basis and may require working extended hours and Saturdays.

Positions exist in Region V.

Written Test will be conducted in Culver City, Ventura, and Valley Glen.

See reverse side for additional information.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAMINATION
INFORMATION

This examination will consist of a written test, weighted 100.00%. Candidates must achieve a passing score on each segment of the written test and attain an overall minimum score of 70.00%, in order to be placed on the eligible list.

CALCULATOR
USAGE

HAND-HELD CALCULATORS WILL BE PERMITTED, BUT WILL NOT BE PROVIDED BY THE DEPARTMENT.

NOTE: CELL PHONES, PALM PILOTS, AND OTHER ELECTRONIC DEVICES MAY NOT BE USED AS A CALCULATOR DURING THE EXAMINATION.

WRITTEN TEST - WEIGHTED 100.00%

Scope:

A. Knowledge of:

- 1. Sentence structure and spoken language rules for the English language to formulate proper sentences, speak in a correct and understandable manner to a variety of audiences, and understand the verbal communication of others speaking English.
- 2. Proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or reviewed written materials (e.g. Statement of Facts) are complete, succinct, and free of writing errors.

B. Skill to:

- 1. Interact effectively with co-workers, supervisors, other departmental employees, and staff from other agencies to complete licensing and registration transactions.
- 2. Evaluate situations accurately to take effective action at the appropriate time.
- 3. Read and understand detailed written information pertaining to the licensing and registration of motor vehicles (e.g., vehicle titles, manuals, memos containing law changes, court documents, accident reports, vision reports, medical reports, driving records).
- 4. Apply policies and procedures regarding licensing and registration processes.
- 5. Adhere to office policies and procedures.
- 6. Calculate basic mathematics (i.e., addition, subtraction, multiplication, and division, decimals, percentages) to determine transaction fees, ensure that appropriate fee amounts have been received, make correct change when receiving payment in cash, determine driver point counts, balance cash drawer, tally travel mileage, and tally timesheet hours.
- 7. Count money, including bills and coins, to make appropriate change for collected fees, balance a cash drawer, and determine the amount of money in a bank deposit.
- 8. Perform cashiering transactions involving the collection and disbursement of money, as well as the issuance of receipts for such transactions.
- 9. Read and understand the English language to respond to letters from customers, utilize reference manuals (e.g., Vehicle Code Book, Registration Manual, Driver's Licensing Manual, Polk's Manuals), and ensure the legibility of documents.

C. Ability to:

- 1. Work as a team member in a team environment for the completion of licensing and registration transactions.

ELIGIBLE LIST
INFORMATION

A departmental open list will be established for the Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the services and/or conditions of the list warrant a change in this period. Candidates may only be tested once in a 12-month period. This 12-month period begins from the effective date of the eligible list (Written Test date). Names of successful competitors are merged onto the eligible list in order of final scores.

VETERANS' POINTS
AND
CAREER CREDITS

Veterans' preference points will be added to the final score of all candidates successful in this examination who qualify for and have requested these points. (See "General Information" on this bulletin for information regarding veterans' preference points.)

Career credits will not be granted in this examination.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Motor Vehicle's Delegated Testing Office (714) 993-3987 three days prior to the written test date if the candidate has not received a Notice of Testing. The candidate has the responsibility to ensure that their address and phone number is current. Call the number shown above with any changes, as soon as possible. If a candidate's Notice of Testing fails to reach the candidate prior to the day of the test, due to a postal error, the candidate will be rescheduled upon written verification.

A machine scannable application will be used for this examination. The applications will only be available at the sites listed on the attachment.

To participate in this examination, the candidate must meet the requirements stated on the reverse side of this announcement. Meeting the entrance requirements does not assure a place on the eligible list. The candidate's performance will be compared with that of the other candidates. Candidates who pass this examination will be ranked according to their written test scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service if the circumstances, under which this examination was planned, change. Such revisions will be in accord with civil service laws and rules.

Eligible Lists: The prior Motor Vehicle Field Representative (MVFR) employment list established by competitive examination will automatically be abolished upon the effective date of a new employment list. The eligible list will expire 12 months as shown on the reverse side of this announcement. At the discretion of the Department of Motor Vehicles, employment lists for the MVFR may be extended to a maximum period of four years at which time the list is abolished as mandated by Government Code 18901a. Veterans preference credits will be added to the final score of all competitors who are successful in this examination and who have requested and qualify for these points. Due to changes in the law, effective August 21, 1994, candidates must reapply even if veterans eligibility was previously established with the State Personnel Board.

Examination Locations: Each region within the Department of Motor Vehicles may conduct an examination for the Motor Vehicle Field Representative. The written test will be arranged at sites within the region, and maybe limited or extended as the number of candidates or conditions warrant.

General Qualifications: Candidates must possess essential personal qualifications, including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history. Fingerprinting may be required.

Veterans preference credits will be added to the final score of those competitors who are successful in this examination and who qualify for, and have requested the points. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS. Directions for applying for veterans preference are on the Veterans Preference Application form (Form 1093) which is available from State Personnel Board offices, written test Proctors, and the Department of Veterans Affairs, P.O. Box 942859, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

California Relay Telephone Service for the deaf or hearing impaired
from TDD Phones: 1-800-735-2929
from Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT.

MOTOR VEHICLE FIELD REPRESENTATIVE
CZ90-1897 MA/AS/Region DTC

4MV04

BULLETIN RELEASE DATE: March 15, 2004
FILE-IN-PERSON/SAME DAY TEST: March 27, 2004

**REGION V
TESTING SITES
MARCH 27, 2004**

Delegated Exam Phone Line: (714) 993-3987

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CULVER CITY

**West Los Angeles College
9000 Overland Avenue
Culver City, CA 90230
FINE ARTS BUILDING**

VENTURA

**Ventura Community College
4667 Telegraph Road
Ventura, CA 93003
“U” BUILDING**

VALLEY GLEN

**Los Angeles Valley College
5800 Fulton Avenue
Valley Glen, CA 91401-4096
FOREIGN LANGUAGE BUILDING**